

## Public Carrier FAQ's

My vehicle is registered with the Office of Public Carrier Regulation, how long am I able to register my vehicle?

No vehicle shall have vehicle registration which expires after the unexpired Certificate of Inspection sticker issued by DelDOT located in the upper right hand corner of the windshield. The vehicle registration will be issued for no longer than six months.

What is the purpose of the "LX" tag conversion?

The "LX" tag was developed as an identifier for compliance purposes and to serve in promoting public confidence and safety as it relates to the Certificate of Inspection sticker located in the upper right hand corner of the vehicle's windshield.

Does six month registration cost me more money?

Half of the vehicles yearly registration fee is paid at each six month renewal resulting in no additional fees.

How long does the application process take?

Each applicant has 90 days to complete the application process once the application has been submitted and date stamped by the Office of Public Carrier Regulation.

What do you require to prove a useful public purpose, a useful public necessity and a useful public convenience responsive to public demand?

This requirement is satisfied through the presentation of petitions, surveys, requests for service from Medicaid providers, demographic trend surveys, contracts for service, letters of support for service, documenting excessive wait times for the public, or other documents that clearly identify that a public demand exists, and/or existing Public Carriers are unable to meet the demand for each county you intend to serve.

Can we mail in renewals?

Vehicle renewals can be mailed to the Office of Public Carrier Regulation, P.O. Drawer E, Dover, DE 19903. You must complete the insurance information on the front of the Vehicle Inspection Report supplied by the Office of Public Carrier Regulation. Attach the "Pass" vehicle inspection report provided to you by the Division of Motor Vehicles inspection lane, \$20.00 check made payable to DelDOT for the Office of Public Carrier inspection sticker, and a check made payable to DMV for half of your vehicle's yearly registration fee. All documentation must be mailed timely, in order to allow the Office of Public Carrier Regulation adequate time to process the paperwork and to return the vehicles credentials to you by mail, prior to the vehicle expiration.

Can we pay with Credit card?

Currently, the Office of Public Carrier Regulation does not have the ability to accept credit card payments; however, the Division of Motor Vehicles will allow credit card payments for your vehicle's six month registration fee. This service is not available over the phone or by mail; this service is only available to customers visiting our office in Dover, Delaware.

Background Checks – I don't feel as if my family members and I should have to get them in order to operate. Why is this necessary?

Delaware law (2 Del C, c. 18 §1802 (e)(1)) requires the applicant to be of good moral character, as shall be evidenced by exhibiting compliance with all applicable laws and regulations, and shall not have been convicted of a felonious or infamous crime involving fraud or deceit. In order to legally determine if this statutory requirement is met, information must be provided showing compliance. This office cannot obtain this information directly from the State Bureau of Identification (SBI); therefore it is necessary for the applicant to obtain this information and send it to the Office of Public Carrier Regulation. The only mechanism to do this is through the criminal background check process established by the SBI.

Is there an acceptable solution which will allow a limousine operator to not post the surname of their client in the back right window while waiting in front of a business establishment for security purposes?

It will be acceptable to have a signed contract in the vehicle, during the trip, to verify the vehicles purpose. The goal is to identify companies that are registered as a limousine, and may be acting in the capacity of an illegal taxicab service.

How often must a vehicle, operating under a Certificate of Public Convenience and Necessity issued by DelDOT, be inspected?

All vehicles which operate under a Certificate of Public Convenience and Necessity must be inspected by the Division of Motor Vehicles semi-annually.

How do I determine the passenger capacity of my vehicle?

The passenger capacity of each vehicle is determined by the manufacturer's rating, however, the vehicle may be permanently altered to reduce passenger capacity as long as integrity and safety of the vehicle has not been compromised and has been approved by DelDOT.

Can a limousine be hailed by a curb side passenger?

A limousine for hire can only engage in prearranged transportation over regular or irregular routes between 2 termini, at least 1 of which must be fixed. A limousine for Hire, picking up passengers at any location in the State of Delaware, must have been arranged or reserved by the passenger or a third party via telephone, facsimile, or computer at the request of the passenger before the Vehicle for Hire is dispatched and may not pick up anyone other than the passenger. A written trip ticket and/or written contract of having been summoned by the passenger to provide service for this specific date, time, and trip must be available in the

vehicle for inspection by DeIDOT. Lack of such written evidence shall constitute operation of an illegal Taxicab Service.

Is there a special license or endorsement required to operate a limousine in the State of Delaware?

A driver must possess a valid, State of Delaware, Class D driver's license issued by the Division of Motor Vehicles. For those individuals who reside in another state, the driver must meet the licensing requirements of their state of residence to operate a limousine in the State of Delaware.

Is there a special license or endorsement required to operate a taxicab in the State of Delaware?

No person shall drive any taxicab upon any highway of this State unless such person, upon application, has been licensed as a taxicab operator by the Division of Motor Vehicles. The Department shall endorse on the driver's license of the applicant an authorization to operate a taxicab. A taxicab authorization or endorsement shall not be issued to any person who is under the age of 18 years, Does not meet the requirements of § 2707 of this title, has been convicted of a criminal offense of murder, rape or robbery or has had that person's driver's license revoked during the immediate preceding 5 years. In addition, any taxicab authorization or endorsement issued shall automatically be rescinded by the Director of the Division of Motor Vehicles if the applicant has not shown evidence of having satisfactorily completed, within 30 days of the date of issuing the authorization or endorsement, a defensive driving course approved by the Director of the Division of Motor Vehicles. The Department may conduct a criminal history background check pursuant to the procedures set forth in Chapter 85 of Title 11 for the purposes of issuing a taxicab authorization or endorsement pursuant to this section.

Is there a special license or endorsement required to operate a charter bus in the State of Delaware?

Commercial driver licenses may be issued with the following classifications, endorsements, and restrictions; the holder of a valid commercial driver license may drive all vehicles in the class for which that license is issued, and all lesser classes of vehicles except motorcycles and taxicabs which require special endorsements, unless the proper endorsement appears on the license:

#### Classification

CDL Class A. -- Any combination of vehicles with a gross vehicle weight rating (GVWR) of 26,001 pounds or more, provided the GVWR of the vehicle(s) being towed is in excess of 10,000 pounds.

CDL Class B. -- Any single vehicle with a GVWR of 26,001 pounds or more, and any such vehicle towing a vehicle not in excess of 10,000 pounds.

CDL Class C. -- Any single vehicle with a GVWR of less than 26,001 pounds or any such vehicle towing a vehicle with a GVWR not in excess of 10,000 pounds comprising:

1. Vehicles designed to transport 16 or more passengers, including the driver; and
2. Vehicles used in the transportation of hazardous materials which requires the vehicle to be placarded under 49 C.F.R. part 172, subpart F.

Endorsements and restrictions.

"H" -- Authorizes the driver to drive a vehicle transporting hazardous materials.

"L" -- Restricts the driver to vehicles not equipped with airbrakes.

"T" -- Authorizes driving double and triple trailers.

"P" -- Authorizes driving vehicles carrying passengers.

"N" -- Authorizes driving tank vehicles.

"X" -- Represents a combination of hazardous materials and tank vehicle endorsements.

"S" -- Authorizes driving school buses.

"K" -- Restricts CDL drivers to operating commercial motor vehicles only within this State.

**What is a Medical Transport Vehicle?**

A Medical Transport Vehicle is a motor vehicle designed or used to transport 15 persons or less, including the driver, on a prearranged basis for visit to medical care providers or other destinations related to health and welfare that require "Protective Oversight" of passengers with special needs.

**What is meant by the term "Protective Oversight" as used in Medical Transport Vehicle?**

"Protective Oversight" means the continuity of responsibility for the safety and welfare of passengers. Due to the level of disability, behavior, physical ability or medical condition, some passengers are at risk if left alone and require continuous oversight by another party.

**Are Medical Transport Vehicles required to be inspected?**

Yes, all Medical Transport Vehicles for which Certificates have been issued by DelDOT must be inspected at a Delaware motor vehicle inspection lane semi-annually.

How would a passenger preparing to enter a taxi, limousine or medical transport know if the vehicle has a current and valid inspection?

You will find prominently displayed on the right hand side of the windshield and visible from the exterior, an unexpired Certificate of Inspection sticker issued by DelDOT.

Can a passenger negotiate a flat fee as compared to a metered rate?

It is the responsibility of the public carrier operating a taxicab or taxicabs under a Certificate of Public Convenience to cause the taximeters to be so regulated that the fare shall be calculated and registered in accordance with the current rates on file with and approved by DelDOT. The taximeter shall be in operation during every trip, the entire time the taxicab is engaged by a passenger. The passenger shall be required to pay only the amount recorded on the meter at the point of destination. If a flat fee is agreed upon prior to the trip, the passenger shall be required to pay the lesser of the two fares.

Can I ask for a receipt from a taxicab driver?

The driver of any taxicab shall, if requested, shall deliver to the person paying for hire of said vehicle, at the time of payment, a correct receipt of such payment. The receipt shall be legible and shall show the name of the company or owner, the vehicle number, the name of the driver, all items for which a charge is made, the total amount paid and the date of payment.

As a passenger in a bus, taxicab, limousine or medical transport, I feel as though I have been mistreated, what is the procedure to file a complaint?

There is a Public Carrier Compliant Form made available to you online at; <http://www.deldot.gov/information/business/carrier/index.shtml> On the top right of the web page, you will find a box marked "Information", simply click on the "Complaints" link. Once the web page loads, you will find the complaint form at the bottom of the page. Please provide a detailed message as to the nature of the complaint and submit the complaint form by e-mail.